



LOS ANGELES COUNTY INFORMATION SYSTEMS COMMISSION

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Members

Raoul J. Freeman,
Ph.D. *Chair*

T. Austin Bordeaux
William Chen
Ying Tung Chen
Jonathan S. Fuhrman
Marilyn G. Katherman
Alfred S. Samulon
Arnold Steinberg

MINUTES OF REGULAR MEETING of

April 4, 2005

Room 372, Kenneth Hahn Hall of Administration

Members Present:

Raoul J. Freeman, Chairman
Marilyn Katherman
Alfred Samulon
Arnold Steinberg

CALL TO ORDER

Chairman Raoul Freeman called the meeting to order at 3:35 p.m.

CHAIR'S REPORT

- The ISC has been asked by the I.T. Board Deputies to review all future I.T. related Board Letters to be placed on the BOS agenda. The first two letters were distributed to members present and they were asked to contact the Chair as soon as possible if they have any concerns. He stressed the importance of not allowing this process to delay timely processing of these letters. For future letters, they will be sent to all members for input and the Chair will then pass on any concerns, as needed.
- On March 15, 2005, on motion of Supervisor Molina, the BOS approved DPSS' request for an amendment to its agreement with Unisys for the LEADER system. The motion also directed that the ISC be involved in the reprocurement of the LEADER system or procurement of any future alternative. Chairman Freeman asked that members contact him if they wish to be involved in this effort.

APPROVAL OF MINUTES

Due to lack of a quorum, this item was continued to the May 2, 2005 meeting.

E-GOVERNMENT REVIEW CONTINUED

Patrick Anderson, Head of the Sheriff's Department Systems Development Section, provided the following presentation on the Department's website:

- The Systems Development Section just recently became responsible for the

website and is now reviewing the site for improvements, including new graphics, based on the desire to provide meaningful services to the public and to provide them in a way which shows the Department in a positive light.

- The lasd.org site has been in existence for approximately 8 years and now receives about 10,000 visitors a day.
- At the present time, the Department is attempting to hire about 500 additional deputies. A web page has been created to provide information about these positions and allow users to fill out a PDF application on-line, print it and then send it in. Applicants also can submit an abbreviated application on-line through a secure site.
- Among the most popular sections of the website are: information on the various correctional facilities, their locations and visiting times; locating where an inmate is being housed, the Victim Information and Notification Program, and information to assist families of inmates with mental illness.

Chairman Freeman thanked Mr. Anderson for his informative presentation and asked him to submit data indicating any cost savings related to the public's use of the website.

Kim White and Laurie Kaltenbach, Department of Public Social Services (DPSS), provided the following presentation on the Department's website:

- DPSS provides a wide range of services to the public. In the design of the homepage, they named the major programs for public ease of use rather than using internal acronyms.
- The Cash Aid section provides information on programs such as CalWORKs, which provides financial assistance and employment related services to families with minor children who meet income eligibility. The General Relief section provides financial assistance primarily to indigent adults.
- The Food Stamp section provides a host of information including eligibility, how to use the stamps, and where to go to apply. The Medical section provides information on Medi-Cal and other free and low-cost medical services. The Special Programs section contains information on more specialized services and on reporting welfare fraud.
- The Department will soon be rolling out a totally redesigned website which will be simpler and easier to navigate.

Chairman Freeman thanked Ms. White and Ms. Kaltenbach for their informative presentation and asked them to submit any data on cost savings related to use of the website. He also asked Jon Fullinwider, CIO, to issue regulations so that the various website become more standardized.

Tom Lopez and Moe Lakhany, Registrar-Recorder/County Clerk, provided the following presentation on the Department's website:

- The Department is in the process of redesigning their webpage to make it even more effective.
- In accordance with Federal law, the site contains voting information in seven languages, plus an additional three relevant to the population of the County.
- Two of the main features of the current website are that it is text-based with a minimum of graphics and the information contained on the website is designed to inform the public on all aspects of voting services and decrease the number of calls to the Department.
- Los Angeles County voters and voters living outside the country are able to fill out a form requesting an absentee ballot and submit it to the Department on-line.
- The website has links to other sites which offer information on services which the Department does not handle but is often contacted about, such as passport application services.
- They maintain a FAQ section which is constantly monitored and matched against email and phone calls received by the Department. One of the most popular portions of the site, particularly at election time, is viewing a sample ballot and finding where the voter's polling place is located.
- The only e-commerce program offered at this time is an emergency request for either a birth certificate or a death record.

Chairman Freeman thanked Mr. Lopez and Mr. Lakhany for their informative presentation and asked that they submit any cost-savings data related to the public's use of the website.

PUBLIC COMMENT

There was none.

ANNOUNCEMENTS

The next meeting will be Monday, May 2, 2005 in Room 372, the Sybil Brand Office Suite Conference Room.

ADJOURNMENT

There being no further business, the meeting was adjourned at 5:40 p.m.